

# **Hawai'i County Workforce Investment Board (HCWIB)**

## **Report to the WDC**

Date: December 16, 2010, Created December 10, 2010

County: Hawai'i

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### **1) Summary**

Hawai'i County continues to look for ways to help support residents and businesses struggling with job losses, closures and the slow recovery of the economy. The One Stop network continues to be a valuable tool for collaboration and communication between partners. Workforce Development Division, our community college and the WIB are gearing up for SESP. ARRA and Reed Act Contracts are expended in Hawaii County. The programs enabled the County to leverage WIA and other funds, very crucial during this economic crisis. The Hawaii County WIB and Big Island Workplace connection continues to cross collaborate for the benefit of our clients and community.

### **2) Individual WIA Programs**

#### **Workforce Development Division - Adult Program:**

Unemployment rate for Hawai'i County dropped to over 9.3% in October, 2010. Although this represents a slight improvement on the job front, enrollees continue to be the hardest to serve: welfare participants, persons with disabilities, individuals with multiple barriers, etc. Typically, our Adult Program participants are adversely affected by the influx of qualified, skilled workers flooding the labor market. Hawai'i Branch, with its local offices in Hilo and Kona, has stepped up its job preparation activities for our participants to increase their competitiveness.

Despite employment opportunities remaining scarce, WDD staff continue to provide an array of job readiness workshops with heavier emphasis on career navigation and counseling. Continuous engagement is a common theme for all levels of unemployed individuals. Participants have opportunities to seek local college financial aid assistance through orientation and application workshops at the One-Stop. As a direct result of a Greg Newton training in early 2010, Career Exploration workshops and Job Clubs have been added Core and Intensive activities. Training opportunities have almost exhausted program service monies.

With modest budgets and limited training dollars, program staff continues to refer to other BIWC E & T agencies as well as non-mandated partners like Goodwill Industries, Paxen Group, Salvation Army, etc.

As an active partner with the Going Home Initiative, a community-based reentry program for prisoners, WDD is a referral source for ex-offenders reentering the labor market. They are given priority services to WIA orientation and testing. Co-case management services are offered while enrolled in WIA Adult program.

Workforce Solutions, another community consortium advocating the self-sufficiency of persons with disabilities, also is a referral source to our Adult Program. With the inception of our Business Leadership Network and its mission to recognize business leaders supporting persons with disabilities, this will greatly enhance employment opportunities for this population with our island employers.

Due to Hawai'i County's high per capita poverty rates and double digit unemployment rate, Hawai'i Branch continues to dual enroll participants with one-stop partners like Alu Like, Division of Vocational Rehabilitation, Senior Employment & Training Program, and other non-mandated one-stop partners to optimize funding resources due to the poor economy.

In Hilo, a computer training room and the valuable resources from the Hilo Community School for Adults instructor are making it possible for WIA participants to receive basic education and basic keyboard training.

In Kona, the Kona Community School for Adults provides Competency-Based High School Diploma training at the one-stop location.

Orientation sessions have grown from two per month to eight per month and are at capacity as many are interested in training and retraining. Specifically, there is overwhelming interest in Certified Nurse Assistant Training. Unfortunately, many of our graduates are taking a longer time obtaining gainful employment upon completion due to the poor economy.

At the end of PY 2009 (July 31, 2010), we closed with 139% of our enrollment goals, or 181 out of 130 planned participants.

As of October 31, 2010 (PY 2010), we are at 106% of our goals, or 161 participants out of our planned 152 for PY 2010.

Recently, HIWEDO has procured TORQ, an analytical assessment tool for career navigation. We look forward to the new state-of-the-art tool available to our counselors and workforce system here in Hawaii County.

#### **ARRA Adult**

The receipt of ARRA funds has greatly aided our backlog of qualified adult applicants and has provided much-needed training dollars.

Notable partnerships that supported the sustained quality and quantity of services included: direct linkage with Going Home (prison-to-community reentry program) and its Co-Case Management Subcommittee; referrals from Workforce Solutions (consortium aiding persons with disabilities); referrals from Judiciary to support adjudicated adults; and referrals from Huiana, DOE officials and youth agencies (for youth 18 years and older).

In keeping with the intent of ARRA, staff puts an emphasis on “green industries and occupations” when seeking Work Experience and OJT opportunities.

As of October 31, 2010, ARRA Adult enrollees are at 107% or 107 enrollments accomplished with an annual planned goal of 100.

#### **Workforce Development Division - Dislocated Worker Program:**

Similarly, this population has been adversely affected by the stubborn economic slowdown. Fortunately, many of these participants has greater skill sets and sounder work maturity skills. However, with many participants, new occupational skills and skill sets need to be learned. Readjustment services in this very tight economy becomes paramount to their re-employment. This population, however, remains more selective on long-term training opportunities offered by our Program.

What is becoming more and more apparent is the increased desperation in our participants’ job and career choices and desire for immediate employment vs. education enhancement. However, due to the economic realities, many have opted to enroll in courses at the Hawaii Community College and at the University of Hawaii at Hilo Campus. Participant’s also take advantage of financial aide workshops and orientations.

Business closures and multiple layoffs are generating many unemployed applicants seeking re-employment and re-training services under our Dislocated Worker Program. Several former State Employees affected by layoffs have entered as participants in this program.

Computer training, Certified Nurse Assistant and Commercial Driver Education are the predominant training of choice. Many of the dislocated workers are now accepting employment opportunities that are well below their original expected pay range. Many participants are opting to return to school and/or receive more training during this economic downturn.

As of October 31 2010, enrollments are at 99% or 178 enrollments accomplished with an annual planned goal of 180. Please note that 2009 DW was extended to March 31, 2011.

Recently, HIWEDO has procured TORQ, an analytical assessment tool for career navigation. We look forward to the new state-of-the-art tool available to our counselors and workforce system here in Hawaii County.

### **ARRA DW**

The influx of ARRA funds for this program has greatly aided us in serving this population. Unfortunately, many of our training slots and the availability of desired opportunities are rather limited.

Recent extensions in unemployment insurance benefits have kept some eligible participants from enrolling. We have accelerated our enrollment efforts and have asked our LWIB Oversight Committee to pursue additional Eligible Training Providers.

As of October 31, 2010, ARRA DW enrollees are at 71% or 149 enrollments accomplished with an annual planned goal of 210. Here, with the emphasis on “green” and lack of training capacity at the moment, enrollment lags. Please note that November’s data are not tabulated and should slightly improve this count. NOTE: In preparation of our SESP Grant, many more “green” training opportunities have seen become available.

### **Workforce Development Division – ARRA Youth Summer Program:**

This landmark federal initiative aimed at bringing immediate employment opportunities to economically disadvantaged in and out-of-school youth was granted to Hawai’i Branch WDD in February 2009. Here are our latest counts:

- 589 youth enrolled
- 1,287 applications were taken in
- 180 worksites were made available

The biggest obstacles were: the short time frame and lack of appropriate job sites for our youth. However, many had incredible experiences; employers were impressed with the overall level of our youth’s employability levels; and numerous “green” and energy-saving experiences were offered to our youth. Many youth have been since referred to Paxen, Goodwill and our WIA Adult Programs.

### **Goodwill Industries – Out of School Youth Program:**

**Number Served:** The Ola I Ka Hana Program served sixty-three older and younger youth in the program year. Of these, fifty-eight are age 14-18 and five are age 19-21. Intensive recruitment activities in West Hawaii are yielding results as we expect enrollment of five new Kona students.

**Success:** On October 21, the youth participated in a job readiness training event led by Goodwill’s Human Resources Coordinator, Debbie Ragasa. The youth presented their resumes and received professional feedback and participated in mock interviews. The entire group critiqued each interview highlighting what was good and

not so good about each participant's interview session. The Ola program has also developed a new Job Readiness Training PowerPoint presentation to enhance the youth's job seeking and job preparation skills.

Also in the classroom, fifteen youth started the new CB unit in Consumer Economics. Basics 101 classes are on-going to bring youth scores up to eligibility for placement in CB classes. In the community, youth continue to pick up litter at various locations and volunteer weekly at the Kaiao Community Garden. This month also included a continuation of Breast Cancer Awareness.

Raven Braun, a CB student, attended her first meeting of the Hawaii County Youth Council. A second request inviting parents/guardians to consider being a parent representative on the Youth Council was also made.

Staffing: Chante Ching, Youth Specialist, resigned her position. New hires as of November 16 include Ola Program Coordinator, Sandra Nuha and Youth Specialist, Kelly Kahawai. The remaining Youth Specialist vacancy is expected to be filled in the near future.

**Follow-up:** Ola Youth Specialists continue to follow up with youth at a minimum of two times per month through telephone calls, one-on-one and small group sessions.

### **2009-2010 Collaborations:**

The Ola program's ongoing collaborative relationships include BISAC, Ke Ala Pono –Drug Intervention Program, Hilo Community School for Adults, East and West Hawaii High Schools, Big Island Martial Arts, Boys and Girls Club Community Garden, Yoga Centered, GIH Waiver/ Adult Day Health Program, Yoga and Meditation Club, Alu Like, Na Leo Public Access Television Station, Regency Retirement Home Kona, Kaloko Auto Body, Men of Pa'a, Hilton Waikoloa Village, Puna Geothermal Ventures, Mokupapapa Discovery Center, UHH PACRC, Ka Wai Ola O Umauma: Community Sustainability Institute NELAH, Pana'ewa Zoo, American Lung Association. Hawaii Community College, Hawaii Fresh Products and Lava 105

### **Paxen – In School Youth Program:**

Currently, we are servicing an enrolled total of Fifty Nine (59) participants. We have a total of Fifty three (53) "current enrollment participants" and six (6) participants who have been exited so far in PY 2010-2011 and are in "follow up services". Our annual planned number for Program Year 2010-2011 is Seventy - Two (72).

During this month we held our Work Readiness Training for ten (10) "new" PY 10-11 participants. These participants were recruited from Kamehameha, Kea'au and Pahoa high school and Kua O Ka La Charter School. They came from an array of backgrounds and barriers, but when in the classroom these participants worked well as a group. The participants enjoyed having guest speakers. Our two participants from Kua O Ka La Charter School were very interested in Paula Thomas from Hui 'Ana. They asked for applications on the spot and are planning on going through the Spring internship. One of the participants' stated that they don't get offered much of those internship opportunities because they're far off of the geographics. All of the participants were really interested in the Greener Pastures module and were surprised by the different ways they could be "Green". They enjoyed the guest speaker that day and learned about self-sustainability as well as "Green Barter".

Since school has resumed last month, we have been working on a tutoring program that we would like to offer our participants outside of what is available to them in school. We are hoping to utilize other community partners to assist with tutoring outside of the school setting. However, right now we are looking at means of transportation for these participants.

We are also providing follow up to twenty-one (21) participants who have been exited during PY 2009-2010. We have successfully transitioned some of them into our Adult Program, FORWARD MARCH, to assist with that jump from high school into the Adult workforce. We continue to work with the local community colleges

and University to establish a rapport between them and the participants who are of eligible age. We've assisted participants in applying for and sustaining higher education and financial aid tuition assistance, resume building, financial literacy, employment seeking, referrals to outside agencies, etc.

### **Collaborations:**

We continue to work with Public Library System, Department of Human Services, First to Work Program, Child Welfare Services, BISAC, Acadia Health Care, Mental Health Services, Child and Family Services, Workforce Development Offices, Hui 'Ana, HCEOC, Hilo and Kona Community School for Adults, Judges, Public Defenders and Probation Officers, Therapists, Staff from Hilo High school, Kea'au High school, Hawaii Academy of Arts and Sciences, Pahoa High School, Kamehameha Schools, Ka'u High school, Konawaena High school, and Kealahou High school, and local businesses ( Shaka, Hana Hou Restaurant, Boys and Girls Club, HOVE Loggers, etc).

**Activities:** October 4-8, 2010 ~ WIA Work Readiness Training Classes

### **Big Island Workplace Connection (BIWC) One-Stop Activities:**

- Sept. 9: Attended Livermore Labs Graduation Ceremony
- Sept. 20: Initiated first health care internship sites for Medical Reimbursement Specialist Graduates with HawCC
- Oct. 5: Attended Health Care Skills Panel Session on Oahu
- Oct. 7: Attended LWIB Outreach and Planning Meeting
- Oct. 12: Facilitated Going Home Employer Relations Meeting
- Oct. 12: Attended Going Home G.M. Chairs Meetings
- Oct. 13: Attended monthly Business Leadership Network Meeting
- Oct. 14: In partnership with Workforce Solutions, conducted 4<sup>th</sup> Annual Disabilities Awareness Conference
- Oct. 19: Participated in LWIB Exec and Oversight Committee Meetings
- Oct. 21: Held inaugural Construction Career Day (in partnership with DOT, DOE, HawCC and business community) (900 students from around the island; over 30 vendors and contractors)
- Oct. 21: Monthly Hawaii Island Health Care and Recruitment and Retention Committee Meetings
- Oct. 22: Attended Transportation Conference in Waikoloa to address worker commute challenges on the Big Island
- Oct. 23: Conducted Inaugural Business Leadership Network Banquet honoring business leaders who best advocate for the self-sufficiency of employees/individuals with disabilities
- Oct. 27: Attended monthly BIWC Meeting
- Oct. 28: Participating in Huiana Governance Meetings (monthly)
- Oct. 28: Participated in TORQ Orientation (Transferable Occupational Relationship Quotient)
- Oct. 29: Participated in HIWEDO Fundraiser Jail and Bail
- Nov. 9: Participated in 2<sup>nd</sup> Skills Panel Session on Oahu
- Nov. 12: Serving on Beacon Grant's Community Engagement Advisory Committee
- Nov. 30: Conducted employer focus group on Going Home's Employer Support Network
- Dec. 1: Attended DOE Community Alliance Meeting. (planning mentoring initiative for DOE and general workforce)
- Dec. 16: To attended Science & Tech Work Group

### **3) Other Items/Programs**

**REA**- Re-Employment & Eligibility Program continues with approximately 30 U.I. Claimants per week. A series of follow-up sessions are conducted by WDD staff with these targeted individuals with the intent to

reduce the overall duration of U.I. benefits. This, as well as most programs, takes advantage of ongoing , relevant workshops at our one-stop locations.

**VIP** – Volunteer Internship Program – recently, this initiative has been extended beyond Dec. 31, 2010 allowing internship opportunities with the health and other emerging industries in Hawaii Island. This innovated program will work in tandem with our business service delivery strategy and specifically with our ETF Program. UI claimants to continue to receive UI benefits, but allows them to volunteer up to 32 hours/week at various businesses with the intent of getting job training and employment

**ETF Program** –This incumbent worker training program will be a welcomed addition of the resources and programs available to our employers. Budgets are currently being formulated and Eligible Training Providers are being recertified. Promotional efforts with employers, business organizations and incumbent workers will commence shortly.

**Reed Act II:** see attached report

**Hawai'i Island Workforce and Economic Development Ohana, Inc (HIWEDO):**

HIWEDO completed its participation in the Hawaii County Reed Act funded initiative at the end of October with the delivery of a county-wide Transportation Conference, in collaboration with the County Mass Transit Department. The conference brought together stakeholders to share experiences and provide recommendations for improving transportation options.

HIWEDO received a two-year Second Chance Act grant from the US Dept of Justice to support Going Home's development of a mentoring program for former offenders. The Going Home Consortium, HOPE Services Hawaii and the Public Safety Department will collaborate to establish a program serving 40 offenders annually. Establishing an island-wide mentoring program was identified as one of the major goals during the Going Home Strategic Plan development last year.

The nonprofit continues to develop sustainability options, including outsourcing grant writing, involving the HIWEDO board of directors in the delivery of a fund-raising event in late October, and securing corporate donations for the Huiana student internship program.

## 4) Quantitative Report

Actual vs. Goals (4th Quarter PY 2009)	4 <sup>th</sup> Qtr ACTUAL	4th QTR. - 4 QTR. CUMULATIVE	GOAL For Year	% of GOAL Cum./Goal
<b>Youth Program</b>				
Older Youth Entered Employment Rate	*0.00%	33.3%	33.0%	101%
Older Youth Retention Rate	*0.00%	0.0%	60.0%	0%
Older Youth Earnings Increase	\$613	\$ 613	\$2,500	25%
Older Youth Credential/Diploma Rate	*0.0%	*0.0%	38.0%	*0%
Younger Youth Skill Attainment Rate	84.6%	74.8%	71.0%	105%
Younger Youth Diploma or Equivalent Rate	66.7%	43.5%	44.0%	99%
Younger Youth Retention Rate	66.7%	57.4%	44.0%	130%
<b>Adult Program</b>				
Entered Employment Rate	64.7%	54.1%	65.0%	83%
Retention Rate	100.0%	85.7%	74.0%	116%
Average Earnings	\$16,840	\$10,365	\$10,800	96%
Employment and Credential Rate	100.0%	68.4%	62.0%	110%
<b>Dislocated Worker Program</b>				
Entered Employment Rate	77.8%	77.1%	57.0%	135%
Retention Rate	100.0%	94.2%	86.0%	110%
Average Earnings	\$12,966	\$13,604	\$5,996	227%
Employment and Credential Rate	75.0%	68.4%	57.0%	120%

\* No youth exited for this measure, not a negative number, not applicable

Actual vs. Goals (1st Quarter PY 2010)	1 <sup>st</sup> Qtr ACTUAL	1st QTR. - 4 QTR. CUMULATIVE	GOAL For Year	% of GOAL Cum./Goal
<b>Youth Program</b>				
Older Youth Entered Employment Rate	*0.00%	100.0%	40.0%	250%
Older Youth Retention Rate	*0.00%	0.0%	60.0%	0%
Older Youth Earnings Increase	*\$0	\$613	\$1,750	35%
Older Youth Credential/Diploma Rate	*0.0%	0.0%	38.0%	0%
Younger Youth Skill Attainment Rate	100.0%	91.5%	71.0%	129%
Younger Youth Diploma or Equivalent Rate	50.0%	48.7%	46.0%	106%
Younger Youth Retention Rate	41.7%	56.1%	44.0%	128%
<b>Adult Program</b>				
Entered Employment Rate	45.0%	49.3%	50.0%	99%
Retention Rate	90.9%	86.5%	82.1%	105%
Average Earnings	\$8077	\$9,439	\$10,800	87%
Employment and Credential Rate	25.0%	57.9%	55.0%	105%
<b>Dislocated Worker Program</b>				
Entered Employment Rate	85.7%	77.1%	77.8%	120%
Retention Rate	77.8%	94.2%	88.7%	103%
Average Earnings	\$9,618	\$13,604	\$12,835	87%
Employment and Credential Rate	83.3%	68.4%	83.3%	139%

## **5) Other**

### **HCWIB Quarterly Meeting:**

Wednesday, November 10, 2010. The HCWIB held its quarterly meeting at the Manono campus of Hawaii Community College in Hilo. The group took a tour of the Digital Media Arts program and the CAD/ Drafting and Building Science program. They also had a lunch prepared and served by the students of the culinary arts program. Students addressed the WIB about their programs of study and instructors discussed the curricula and how the WIB can support their programs. Our Next HCWIB meeting will be February 23, 2011 in Kona at the Outrigger Keauhou.